

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Staff Services Manager II (Supervisor)	DISTRICT/DIVISION/OFFICE Human Resources, Hiring Services	
WORKING TITLE Office Chief	POSITION NUMBER 702-008-4801-xxx	EFFECTIVE May 2015

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of the Assistant Division Chief, a Staff Services Manager III, the Office Chief manages Caltrans' Hiring Services Program. Supervises three teams statewide that provide excellent customer service to managers and supervisors on all human resources related issues, policies and procedures, and policy implementation. Demonstrate a positive attitude and commitment to providing quality service that is accurate, timely and exceeds our customers' expectations. The position oversees the development of work standards, monitors the attainment of those standards and establishes consistent work processes as needed. Keeps management apprised of all activities and decisions as necessary.

TYPICAL DUTIES:

Percentage Job Description

Essential (E) / Marginal (M)¹

- 60% (E) Manages, supervises, and directs Caltrans' Hiring Services Program. Provides support to clients in the full range of hiring and classification activities, including advertisement, certification of employment lists, position allocation approval, organization review, classification changes and appointment eligibility.
Promotes goals and objectives of supervisors and managers by guiding staff in the interpretation of State Personnel Board and California Human Resources laws and rules; ensure the legal employability of employees considering minimum requirements for appointment to their classes; ensure hiring actions are legal; determine salary ranges and hire above minimum amounts for new employees and current employees.
Provides guidance and training to staff on position allocation and legal means of appointment. Ensure staff are knowledgeable and skilled in determining the correct classification of all positions, performing desk audits to ensure proper level and kind of duties, and appointing persons to positions.

¹ ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

- 20% (E) Responds to inquiries from hiring supervisors, management, employees, prospective employees, attorneys, and labor unions. Develops and recommends policies and procedures as needed. Independently perform or participates in human resource/management projects that have statewide or departmental impact. Represents the Department in contact with local, state and federal agencies, special interest groups, the Legislature, the public, and control agencies as necessary.
- 20% (E) Personally performs the most complex or sensitive consultation. Serves as project leader. Provides consultation to all levels of staff as needed. Provides support to assigned clients in the full range of hiring and classification activities, including advertisement, certification of employments lists, allocation approval, organization review, classification changes including board items, and appointment eligibility. May act on behalf of the Assistant Division Chief in their absence.

SUPERVISION EXERCISED OVER OTHERS

Directly supervises 3 Staff Services Manager Is, and analysts, technicians and/or clerical staff.

KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS

The SSM II should be familiar with Caltrans missions, goals, organizational structure and major work programs.

Must have knowledge and expertise with the operation and functions of California Human Resources (Cal HR) and the State Personnel Board (SPB), and be knowledgeable of the California Government Code, and California Code of Regulations in the area of Human Resources.

Must have knowledge and expertise with the principles and practices in public and business administration, including personnel management, classification and pay issues, labor relations, employee supervision, development and training; Caltrans policies and procedures, safety, health, and Equal Employment Opportunity objectives.

Must have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Required ability to reason logically and use analytical techniques to solve difficult personnel problems; research, understand, interpret and articulate applicable employment laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; to provide clear, concise, and effective written documentation and oral presentations; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

CONSEQUENCE OF ERROR/RESPONSIBILITY FOR DECISIONS

The manager guides staff to make determinations of classifications that are delegated to the department in their assigned units. These decisions may be sensitive in nature, and if so, will be discussed with the supervisors prior to a decision. The manager will lead staff in the development of departmental policy concerning a broad range of personnel management subjects and advise management on problem situations including salary inequities, medical problems, and employability questions. The manager will ensure staff is skilled in consulting with management on their need for position reclassification or unit reorganization because of growing or declining programs. The manager will provide guidance to staff in researching existing policy and rules prior to developing a draft proposal or response. Inaccurate guidance or information may lead to illegal appointments, legal consequences and/or loss of credibility for the division, department or manager.

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

The incumbent is also responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including but not limited to, social security numbers, medial or employment history, education, financial transactions, or similar information. Failure to protect departmental employees' confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

Confers and negotiates with all levels of Department executive staff, managers and supervisors, employee representatives, Legal Division attorneys, Audits and Investigations Office, the State Personnel Board (SPB), California Human Resources (Cal HR), Department of Fair Employment and Housing (DFEH), Equal Employment Opportunity Commission (EEOC), and other state agency human resources offices.

PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations. Must be able to organize and prioritize under deadline situations and adapt behavior and work methods in response to new information, changing conditions or unexpected obstacles. Will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally; and must be able to work independently. Must be able to create a work environment that encourages creative thinking and innovation; understand the importance of good customer service and be willing to develop excellent partnerships with Managers, Supervisors, other Divisions, and control agencies.

WORK ENVIRONMENT

While at their base of operation, the SSM II will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The SSM II will work in a cubicle and will periodically attend meetings and/or training outside the office.

I have read and understand the duties listed above and can perform them with/without Reasonable Accommodation (RA). (If you believe you may require Reasonable Accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require Reasonable Accommodation, inform the hiring supervisor, who will discuss your concerns with the RA Coordinator.)

Employee Name (please print)

Employee signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Name (please print)

Supervisor signature

Date